

Intrado VoIP Emergency Calling Service

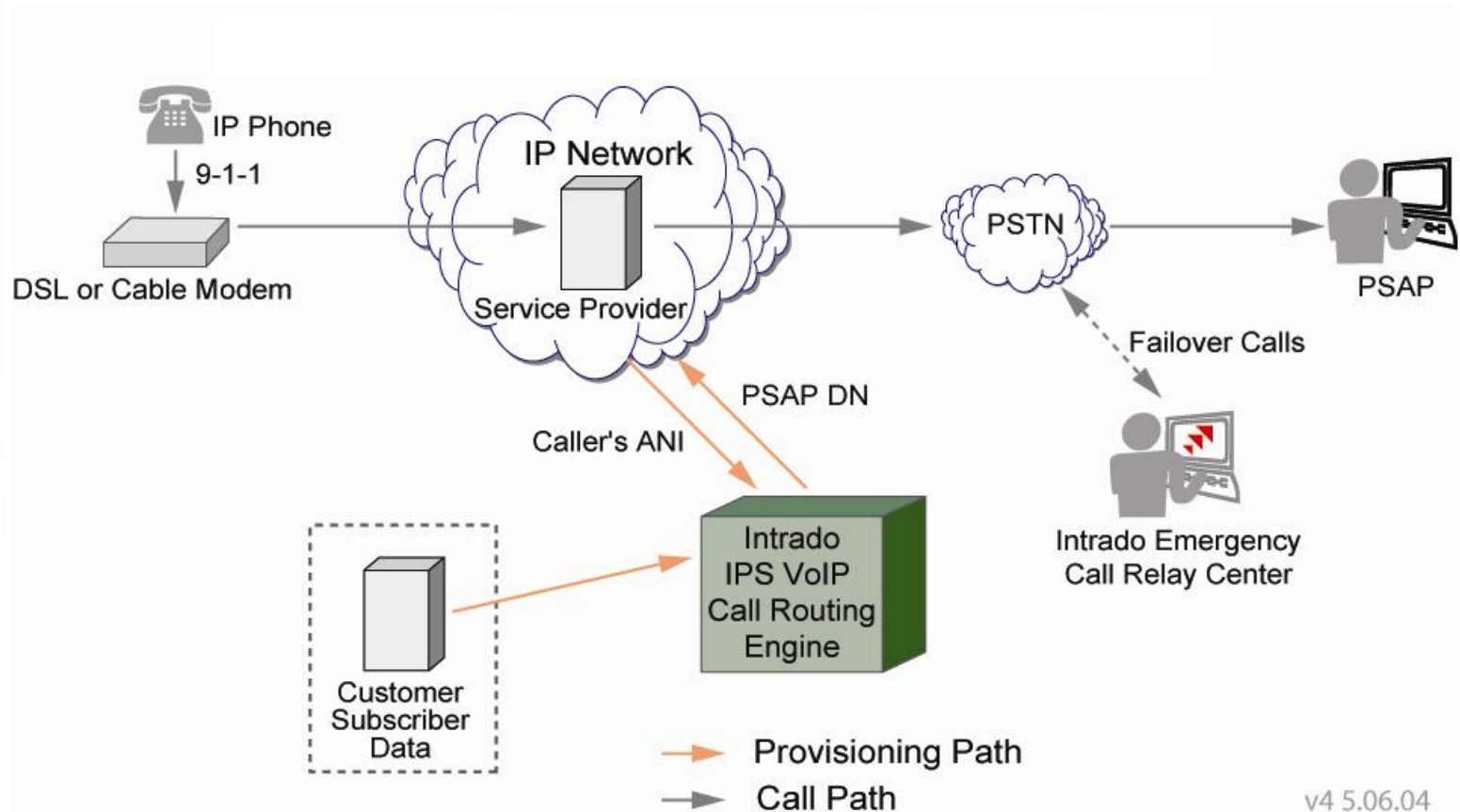


VoIP Emergency Calling Service

The Facts:

- Available today, ECS is a turnkey, widely available VoIP 9-1-1 solution for VoIP Providers
- Enables flexibility to offer foreign TNs (outside rate center) and nomadic mobility without sacrificing 9-1-1 service level
- ECS routes subscribers 9-1-1 calls on their actual location and not their telephone number ensuring accurate routing for your customers
- Easily migrates to Intrado's currently available **V9-1-1 Mobility Service** which enables enhanced 9-1-1 (Native Routing with ALI and Call Back Number) with mobility and real-time provisioning

Intrado VoIP Emergency Calling Service Solution Architecture



Intrado VoIP Emergency Calling Service Provisioning and Call Flow

- Telephone Number and Address sent to Intrado
- Geocoding of address to determine X,Y and correct PSAP boundary data for proper routing as well as corresponding 24x7 emergency line
- At time of 9-1-1 call IPS returns information (PSTN routable PSAP emergency 10 digit number) to route the call to the correct PSAP
- PSAP answers the call on a 24x7 emergency line and may have call back information via caller-id
- System includes management of failure scenarios to ensure call gets routed

ECRC Support

Added Value and Redundancy

- Intrado's 24x7x365 ECRC provides internal and external customer support
- The ECRC is a professional emergency call handling resource
 - Staffed by professionally trained and experienced emergency call dispatchers and handlers
- An additional layer of redundancy to ensure the highest level of service for Intrados V9-1-1 customers

Questions & Discussion

